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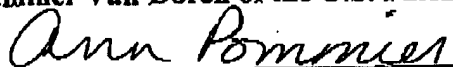
## FAX COVER LETTER

November 14, 2003

TO: Examiner Beth Van Doren  
COMPANY: U.S. Patent and Trademark Office  
PHONE: 703-305-3882  
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FROM: W. Glenn Edwards  
DIRECT DIAL: 612.607.7278  
EMAIL: Wedwards@Oppenheimer.com  
RE: Serial No.: 09/444,889  
Attorney Docket No.: 60021-336701

COMMENTS: I hereby certify that this correspondence is being transmitted via facsimile to Examiner Van Doren of the U.S. Patent and Trademark Office on November 14, 2003.



Ann Pommier

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Serial #: 09/444,889  
In reply to Office action mailed: July 31, 2003  
Page 1 of 10

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

*Please do not enter box 11/20/03*

Serial #: 09/444,889  
Applicant: Michael G. Milkurak  
Filed: November 22, 1999  
Title: SCHEDULING AND PLANNING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT  
TC/AU: 3623  
Examiner: B. Van Doren  
Docket #: 60021-336701

**CERTIFICATE OF TRANSMISSION**

I hereby certify under that this correspondence is being transmitted by facsimile to Mail Stop AF, Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 via the facsimile number 703-305-7687 on November 14, 2003.

*Ann Pommier*  
Ann Pommier

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE AFTER FINAL**

In response to the Final Office action mailed July 31, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page two (2) of this paper.

**Remarks/Arguments** begin on page eight (8) of this paper.